

## **Appendix G**

### **Promotional Items**



**Maine**  
Relay

## Maine Outreach Activities 2005

Date:	Activity	# of people
16-Apr-05	Maine Deaf Film Festival, Portland	150
10-May-05	ASL News, Bangor	21
16-May-05	Maine Center on Deafness - Hamilton Relay Training	2
26-May-05	ASL News, Portland	11
30-Jun-05	Deaf Conference - Chicken Soup for the Deaf Service Provider's Soul	100
July-05	Sent Relay Info Package to local audiologist	25
26-Jul-05	ADA 15th Anniverary Celebration	50
Jul-05	Peer Support Group	20
12-Aug-05	Huntington Commons in Kennebunk	12
12-Aug-05	Career Center in Portland	12
19-Aug-05	Deaf Timberfest	400
14-Sep-05	Maine Relay Advisory Board meeting	12
Sep-05	Elementary school -	50
22-Sep-05	MCD Open House	100
27-Sep-05	Presentation to Emergency Responders	15
12-Oct-05	Presentation to Woodfords Family Services - Portland	20
20-Oct-05	One on One visit - CapTel	2
6-Dec-06	Standish Public Safety - Standish	5
8-Dec-06	Community Counseling Center - Portland	14

## National Outreach Activities 2005

Date:	Activity	# of people
March 9-11	Intermountain Speech and Hearing Convention - Utah	300
14-May	Celebrate Communication - Northern Virginia Resource Center	
June 29-July 2	SHHH Conference - Washington, DC	500
June 30-July 2	Florida Association of the Deaf Conference	
July 9-14	TDI Conference - New Orleans, LA	250
Aug 31-Sept 5	Deaf Seniors of America - San Francisco, CA	
Sept 7-11	NASRA - Tucson, AZ	
17-Sep	NAD 125th Anniversary Celebration	
Nov 11-13	NAD Region II Conference - Omaha, NE	100

## Maine Outreach Activities 2006

Date:	Activity	# of people
20-Jan-06	Office Visit - Relay Equipment Inquiry - D-Link	1
23-Jan-06	Office Visit - Relay Equipment Inquiry - CapTel	1
26-Jan-06	Office Visit - Relay Equipment Inquiry - CapTel	1
27-Jan-06	Office Visit - Relay Equipment Inquiry - D-Link	1
31-Jan-06	Office Visit - Relay Equipment Inquiry - CapTel	1
2-Feb-06	Office Visit - Relay Equipment Inquiry - CapTel	1
8-Feb-06	Home Visit - Hearing Carryover Training	1
8-Feb-06	Relay Presentation - YMCA - demo TTY, VCO, HCO, and CapTel	5
9-Feb-06	Office Visit - Assist in Customer Relay Profile	1
9-Feb-06	Home Visit - Voice Carryover & Relay Customer Profile setup	1
13-Feb-06	Home Visit - Voice Carryover Training & Relay Customer Profile setup	1
15-Feb-06	Home Visit - CapTel - Checking equipment & Relay Customer Profile	1
16-Feb-06	Maine TRS Survey Meeting - review results	4
20-Feb-06	Office Visit - Demo Voice Carryover & CapTel	2
22-Feb-06	Home Visit - CapTel Training & Relay Customer Profile setup	1
7-Mar-06	Relay Presentation - Assistive Tech Consortium - CapTel	20
10-Mar-06	Relay Presentation - ATM Broadcast	4
17-Mar-06	Home Visit - Voice Carryover equipment/practice with VCO; setup Profile	2
20-Mar-06	Legislative Disability Awareness Day - Relay Exhibit	40



27-Mar-06	Home Visit - CapTel Training	3
28-Mar-06	Home Visit - VCO-Dlink	2
30-Mar-06	Maine Relay Forums - 3 Sessions Update info on Maine Relay	18
5-Apr-06	Home visit - Q90 - Hearing Carry Over - Training - Machias	1
7-Apr-06	Presentation to Eastern Area Agency on Aging - Bangor, ME	11
7-Apr-06	Presentation to Univ. of Maine Orono Senior College Class- Bangor, ME	9
10-Apr-06	Training with 911 Dispatch Trainer - Vasselboro, ME	4
11-Apr-06	Home visit - CapTel/VCO - Cape Elizabeth, ME	2
12-Apr-06	Client visit to MCD: CapTel. Discussion and demo. of CapTel-Portland	1
13-Apr-06	Client visit to MCD CapTel. Demo. of CapTel - Portland, ME	2
28-Apr-06	Home Visit: VCO and Dlink - Bridgton, ME	2
2-May-06	Home Visit: CapTel. Client training	2
7-May-06	Presentation: Winthrop. SHHH group. Demonstrated CapTel and VCO	9
25-May-06	Augusta: Site training and orientation for June 9th ATM presentation	4
30-May-06	MCD: Client demo on CapTel	2
30-May-06	MCD: Client training on CapTel	2
31-May-06	MCD: Client CapTel training and learn abt VCO and Maine relay	2
1-Jun-06	Machias: Town Forum	4
2-Jun-06	Bangor: TRS Advisory Council Meeting	
2-Jun-06	Bangor: Town Forum	4
6-Jun-06	MCD: Client demo on CapTel	1
9-Jun-06	ATM Broadcast: (Augusta). Broadcast via University of Maine ATM system to 4 regions	
13-Jun-06	MCD: Client demo on CapTel	1
28-Jun-06	Freeport: LL Bean Health and Wellness Fair	120
26-Jul-06	CapTel trng. via phone	1
5-Sep-06	Road Show in Bangor - at Alpha One	5
Sept 15-16 - 06	Senior Spectrum Expo - Portland, ME	150+
21-Sep-06	Deaf Awareness "Kick off" event at Blaine House - Augusta, ME	75+
27-Sep-06	Community Counseling Center - Open House - Portland, ME	35+
27-Sep-06	Maine Center on Deafness - Open House - Portland, ME	35+
11-Oct-06	Office Visit - TTY & Sidekick pager - Explained Relay and Wireless Relay - Portland	2
16-Oct-06	Home Visit - Trouble with telephone but was not relay issue - Farmington	2
19-Oct-06	Relay Presentation to businesses - Ellsworth	15
19-Oct-06	One on One - Explained Wireless Relay - Ellsworth	1
20-Oct-06	Relay Presentation to Home Depot HR - Ellsworth	1
25-Oct-06	Relay Presentation to Cap Quality Care - Westbrook, ME	30
25-Oct-06	Relay Presentation to Agency of Aging - Scarborough, ME	25
25-Oct-06	Presentation to Cumberland County Emergency Management Agency - Windham, ME	25
26-Oct-06	Relay Presentation to Bonny Eagle High School - Standish, ME	100
2-Nov-06	Business Expo - Portland Chamber of Commerce	400+
02-03-Nov-06	SeaCoast Conference - Living with Hearing Loss: Audiologist Conference - Portland,	20
2-Nov-06	Franklin Resource Network 'Lunch and Learn' - Farmington, ME	12
2-Nov-06	Franklin Resource Network Coalition member monthly meeting - Farmington, ME	14
14-Nov-06	Senior Spectrum and Hillside terrace - Augusta, ME	50
15-Nov-06	Senior Spectrum Community Center - Augusta, ME	25

### National Outreach Activities 2006

Date:	Activity	# of people
11-Feb	Deaf Nation Expo - Phoenix, AZ	2000
8-Apr	Deaf Nation Expo - Austin, TX	3,000
13-May	Deaf Nation Expo - Atlanta, GA	3500
June 29-July 2	Hearing Loss Association of America	700
June 29-July 3	National Association of the Deaf	1500
1-Jul	Kentucky Deafestival	8000

### Maine Outreach Activities 2007

Date:	Activity	# of people
8-Jan-07	Lewiston Senior Center – Presentation - Lewiston, ME	30
9-Jan-07	Cumberland County Family Crisis – Presentation - Cape Elizabeth, ME	25+
9-Jan-07	Lewiston Community Center – Exhibit with equipments, application, & information Lewiston, ME	20
9-Jan-07	Lewiston B Street Center – Presentation - Lewiston, ME	2
9-Jan-07	Maine Center on Deafness ASL News – Presentation - Lewiston, ME	2
25-Jan-07	Maine Center on Deafness - Advancing Technologies for the Deaf and HOH Presentation - Portland, ME	2
1-Feb-07	Maine Center on Deafness - Remote Office Hour - Augusta, ME	0
1-Feb-07	Businesses in Augusta area - Relay Training/Forum - Augusta, ME	5
1-Feb-07	Senior Spectrum - Relay & Equipment Presentation - Waterville, ME	10
15-Feb-07	Maine Center on Deafnes - Open House - Portland, ME	10

### National Outreach Activities 2007

Date:	Activity	# of people
March 3	Deaf Nation - Phoenix, AZ	
March 29-April 1	Deaf People of Color - Indianapolis, IN	
April 9-15	Deaf Seniors of America - Sea World, Orlando, FL	
April 28	Deaf Nation - Columbus, OH	
May 12	Deaf Nation - Atlanta, GA	
June 21-24	Hearing Loss Association of America - Oklahoma City, OK	
July 3-8	Black Deaf Advocates - St. Louis, MO	
August 23-25	TDI Conference - San Mateo, CA	
Sept 5-9	NASRA Conference - Missoula, MT	
Sept 8	ASL Expo - Louisville, KY	
Sept. 15	Deaf Nation - Worcester, MA	
Sept. 26-30	Association of Late Deafened Adults - Rochester, NY	
Oct. 20	ASL Expo - Atlanta, GA	
Nov. 10	ASL Expo - Pittsburgh, PA	
Dec. 8	ASL Expo - Washington, DC	



December 19, 2006

## Important Information Regarding Maine Relay

Did you know that many residents of Maine who are deaf, hard of hearing, or have speech disabilities can now enjoy the convenience of communicating with family, friends or business contacts by telephone? They can, thanks to Maine Relay.

### Here's how Maine Relay works:

A person who is deaf, hard of hearing, or may have a speech loss types his/her conversation using a text telephone (TDD/TTY). A specially trained Communication Assistant (CA) relays the message by reading the text message to the hearing person at the other end. The CA then relays the hearing person's spoken words by typing them back to the TDD/TTY user.

Hearing callers who wish to reach people who are deaf, hard of hearing or speech disabled may simply dial 7-1-1 or dial 1-800-457-1220. Text telephone users may also dial 7-1-1 or dial 1-800-437-1220. Both 711 and the 800 numbers are toll free calls and provide access to the same relay services. If you are experiencing trouble dialing 7-1-1 to reach the Maine Relay, please call your local telephone company or Maine Relay Customer Service.

Specialized relay services are available for people with Speech Disabilities. Speech-to-Speech service lets people with speech disabilities communicate on the telephone by using their own voice, or voice-assisted device, through the help of a specially trained CA by dialing either 7-1-1 or 1-888-890-9256.

There is a 70% discount available in Maine for all in state toll calls made through the Relay Service.

CapTel™ is ideal for people with some degree of hearing loss. *CapTel* works like any other telephone with one important addition: it displays every word the caller says throughout the entire conversation. *CapTel* users can listen to the caller and read the captions on the display window. For more information on *CapTel* call Maine Center of Deafness (MCD) at 207-797-7656 V/TTY in the Portland area. Outside of Portland call 1-800-639-3884 V/TTY.

Spanish Relay Service is available to Spanish speaking residents of Maine. To place a Spanish relay call, dial 1-888-890-9255. Spanish to English translation is available for Maine relay calls.

Relay service is also available over the Internet. People who are Deaf, hard of hearing or speech disabled can simply go to [www.hamiltonrelay.com](http://www.hamiltonrelay.com) to connect to a CA. Customers may use the same website ([www.hamiltonrelay.com](http://www.hamiltonrelay.com)) or HamiltonVRS.tv from a videophone to access video relay service, where a certified American Sign Language (ASL) interpreter will relay the signed conversation to the hearing party, and the spoken conversation to the ASL user.

Relay services are available 24 hours a day, seven days a week and enable people to place relay calls between Maine and other locations within the United States and internationally to English and Spanish speaking persons. By law, each conversation is handled with the strictest confidentiality. There is no charge to access Maine Relay.

To learn more about Maine Relay, visit the website at [www.hamiltonrelay.com/states/me.htm](http://www.hamiltonrelay.com/states/me.htm)

# Maine Relay

To place a call dial 711  
Or use one of the numbers below

TTY:  
1-800-437-1220

Voice:  
1-800-457-1220

Spanish:  
1-888-890-9255

Speech-to-Speech:  
1-888-890-9256

ASLIII:  
888-890-9254

Customer Service:  
1-800-270-9709 VTTY  
1006 12th Street  
Aurora, NE 68818

Email: [merelay@hamiltonrelay.com](mailto:merelay@hamiltonrelay.com)  
Web: [www.hamiltonrelay.com](http://www.hamiltonrelay.com)

### Special points of interest:

#### • Equipment Distribution Program

The Maine Center on Deafness (MCD) offers specialized phone equipment to Maine customers with disabilities through the Maine Communication Access Program (MCAP). This program includes equipment lending and equipment cost-sharing for qualified applicants. For more information, visit [www.mcdmaine.org](http://www.mcdmaine.org) or call 207-797-7656 in the Portland area or 1-800-639-3884 V/TTY outside of the Portland area.

#### • Emergency Calls

Please note that 7-1-1 is only to be used to reach Maine Relay.

For EMERGENCIES you should continue to use 9-1-1.

In an emergency, call 9-1-1 or your local emergency service TTY number directly, without using relay. The Americans with Disabilities Act (ADA) requires that 911 centers have TTYs and be prepared to handle emergency calls placed in this manner. Maine Relay will make every effort to assist you in an emergency. However, it is important to understand that relay centers are **not** 911 centers and do not assume responsibility for emergency calls.





### What is Maine Relay?

For everyone, including the thousands of people who are Deaf, Hard of Hearing, Deaf-Blind or Speech Disabled, Maine offers an important public service called Maine Relay. The State of Maine guarantees all citizens access to convenient, reliable options and services that enable them to communicate by telephone.

### How does relay work?

Dial 7-1-1 from any phone in Maine or the appropriate toll-free number below to connect to Maine Relay. Give the Communication Assistant (CA) the area code and number you want to call. During a relay call, the CA will voice everything typed by the TTY user and type everything said by the telephone user.

### CapTel™

CapTel™ is ideal for people with some degree of hearing loss. CapTel works like any other telephone with one important addition: it displays every word the caller says throughout the entire conversation. CapTel users can listen to the caller and read the captions on the display window.

### Dial 7-1-1 OR

TTY: 1-800-437-1220

Voice: 1-800-457-1220

ASCII: 1-888-890-9254

Speech to Speech: 1-888-890-9256

Spanish: 1-888-890-9255

### Customer Service:

800-270-9709 TTY/Voice

merelay@hamiltonrelay.com

www.hamiltonrelay.com

### How do I apply for specialized equipment?

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To make a relay call using Hamilton Relay Internet, Hamilton Relay VRS or  
Hamilton Relay Wireless, visit  
[www.hamiltonrelay.com](http://www.hamiltonrelay.com)



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### How does relay work?

Dial 7-1-1 from any phone in Maine or the appropriate toll-free number below to connect to Maine Relay. Give the Communication Assistant (CA) the area code and number you want to call. During a relay call, the CA will voice everything typed by the TTY user and type everything said by the telephone user.

### CapTel™

CapTel™ is ideal for people with some degree of hearing loss. CapTel works like any other telephone with one important addition: it displays every word the caller says throughout the entire conversation. CapTel users can listen to the caller and read the captions on the display window.

### Dial 7-1-1 OR

TTY: 1-800-437-1220

Voice: 1-800-457-1220

ASCII: 1-888-890-9254

Speech to Speech: 1-888-890-9256

Spanish: 1-888-890-9255

### Customer Service:

800-270-9709 TTY/Voice

merelay@hamiltonrelay.com

www.hamiltonrelay.com

### How do I apply for specialized equipment?

The Maine Center on Deafness offers specialized phone equipment to Maine customers with disabilities through the Maine Communication Access Program (MCAP). This program includes equipment lending and equipment cost-sharing for qualified applicants. For more information, visit [www.mcdmaine.org](http://www.mcdmaine.org) or call 207-797-7656 in the Portland area. Outside of Portland call 1-800-639-3884 V/TTY.

To make a relay call using Hamilton Relay Internet, Hamilton Relay VRS or  
Hamilton Relay Wireless, visit  
[www.hamiltonrelay.com](http://www.hamiltonrelay.com)



## How to connect with Maine Relay

## Get the details

## Connecting you with important people in your life

To place a call through Maine Relay, simply dial 7-1-1 or call one of the toll free numbers below:

- **TTY:** 1.800.437.1220
- **ASCI:** 1.888.890.9254
- **Voice:** 1.800.457.1220
- **CapTel:** To reach a *CapTel* user, dial 1.877.243.2823
- **Speech-to-Speech:** 1.888.890.9256
- **Spanish:** 1.888.890.9255  
(includes Spanish-to-Spanish and translation from English-to-Spanish)

For complete instructions on how to place any type of relay call, visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com).

Póngase en contacto con el Departamento de Servicio al Cliente del Relevo de Maine para obtener más información sobre la repetición telefónica en español:

- **CapTel:** Para ponerse en contacto con un usuario de *CapTel*, marque el 1.866.217.3362 Español
- **Español:** 1.888.890.9255 Voz/TTY  
(incluye español a español y la traducción del inglés al español)
- **Fax:** 1.608.827.0402 Español
- **Correo Electrónico:** [spanish@hamiltonrelay.com](mailto:spanish@hamiltonrelay.com)
- **Departamento de Servicio al Cliente:** 1.866.744.7471 Español

**Customer Service** If you have suggestions, comments or concerns, please contact:

### Maine Relay Customer Service

PO. Box 285  
Aurora, NE 68818  
Voice or TTY: 1.800.270.9709  
Fax: 1.402.694.5110  
E-mail: [merelay@hamiltonrelay.com](mailto:merelay@hamiltonrelay.com)

Maine Relay is powered through Hamilton Relay of Aurora, Nebraska—a national leader in providing high quality relay services for people who are Deaf, Hard of Hearing or Speech Disabled. Hamilton Relay has been offering relay services since 1991 and has built a reputation for outstanding customer service, reliable technology, essential relay education and professional Communication Assistants.

*CapTel*® is a registered trademark of Ultratec, Inc.



Maine Relay is a free, 24-hour service that allows people who are Hearing, Deaf, Hard of Hearing, Deaf-Blind or Speech Disabled to communicate with each other via the telephone. Through the use of specialized equipment, relay users communicate freely with friends, family and businesses who use a standard telephone.

When a call is placed through Maine Relay, a Communication Assistant (CA) facilitates the call. By using a TTY (also called a TDD or text telephone), people who do not hear and/or speak type their conversation and the CA “voices” what is typed. When the standard telephone user responds, the CA types everything that is heard. CAs act as an invisible link between the parties.

All calls are kept strictly confidential. CAs do not comment on the conversation, answer questions or become involved in any other manner. As required by law, CAs cannot disclose information from a relay conversation nor are any records of relay conversations saved.



**Access and Charges** Access relay by dialing 7-1-1 or a toll free number (listed on back panel). Maine Relay is available 24 hours a day, seven days a week—with no restrictions on the length or number of calls made. Long distance charges apply on all long distance calls.



# Options designed to connect you in the best way possible

## Maine Relay offers a variety of connection options:

**TTY (Text Telephone)** Traditional relay is a great service for people who use a TTY—typing their side of the conversation and reading the other party's responses.

**Voice Carry Over (VCO)** An effective service for people who have a hearing loss and use their voice on the phone. Users speak directly to the person being called and, through specialized equipment, read what is spoken by the other party.

**Hearing Carry Over (HCO)** A reliable service for people who have a speech disability. Users listen directly to the person called and, through specialized equipment, type their responses to the other party.

**Speech-to-Speech** A service that is especially beneficial for people who hear and have a speech disorder. The Speech-to-Speech user determines the level of service from the CA, which may include revoicing and clarification.

**Captioned Telephone (CapTel®)** An exciting service for people who have understandable speech and some degree of hearing loss. CapTel® allows the user to receive voice and text in real time through specialized equipment.

**Spanish** A useful service for people who use a TTY and the Spanish language. Spanish-to-Spanish relay facilitates calls conducted in spoken and written Spanish. English-to-Spanish relay facilitates calls in which one caller is using Spanish and the other is using English.

## Other Maine Relay information:

**Customer Profiles** Customer service can set up automatic preferences for call type, speed dial numbers, long distance carrier and other information that allows the CA to connect your call quickly and accurately.

To create a Customer Profile, visit:  
<http://www.hamiltonrelay.com/states/me.htm>  
or contact Maine Relay Customer Service:  
**1.800.270.9709** Voice or TTY.

**Additional Connection Options** Including Turbo Code, ASCII and Voice.

**Equipment Distribution** The Maine Center on Deafness offers specialized phone equipment to Maine telephone customers with disabilities through the Maine Center on Deafness Equipment Program. This program includes equipment lending and equipment cost sharing for qualified applicants. For more information, contact:

**Maine Center on Deafness**  
68 Bishop Street, Suite 3  
Portland, Maine 04103  
1.207.797.7656 TTY or Voice  
Fax: 1.207.797.9791  
1.800.639.3884 TTY or Voice  
(outside the Portland calling area)  
Email: [mcdmers@mcdmaine.org](mailto:mcdmers@mcdmaine.org)

**Pay Phones** The Federal Communications Commission has ordered that all local relay calls made from a pay phone are free. Simply dial 7-1-1 or the toll free number for relay. When placing a long distance relay call from a pay phone, the CA must be provided with a way to bill the call (a calling card, for example). Coins cannot be used to pay for a long distance relay call from a pay phone.

**Emergency Calls** In the event of an emergency, call 911 or your local emergency services TTY number directly. Maine Relay will make every effort to assist you in an emergency. Note that relay centers are not 911 centers and do not assume responsibility for the call.

**Don't Hang Up!** When you pick up the phone and hear "This is Maine Relay...", don't hang up! It's not a telemarketer. It's a customer, business associate or acquaintance who wants to talk with you.

**Compliments, Concerns or Complaints** Contact Maine Relay Customer Service (see back panel). In addition, the Federal Communications Commission is available to serve you regarding relay issues.

Visit: [www.fcc.gov/cgb/complaints.html](http://www.fcc.gov/cgb/complaints.html)

tell your story

close the deal

share your news

reschedule the meeting

get the details







## How to connect with Maine Relay

### TTY (Text Telephone)

### TTY (Text Telephone)

To place a call through Maine Relay, simply dial 7-1-1 or call one of the toll free numbers below:

- **TTY:** 1.800.437.1220
- **ASCI:** 1.888.890.9254
- **Voice:** 1.800.457.1220
- **Speech-to-Speech:** 1.888.890.9256
- **CapTel:** To reach a CapTel user, dial 1.877.243.2823
- **Spanish:** 1.888.890.9255  
(includes Spanish-to-Spanish and translation from English-to-Spanish)

For complete instructions on how to place any type of relay call, visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com).

Póngase en contacto con el Departamento de Servicio al Cliente del Relé de Maine para obtener más información sobre la repetición telefónica en español:

- **CapTel:** Para ponerse en contacto con un usuario de CapTel, marque el 1.866.217.3362 Español
- **Español:** 1.888.890.9255 Voz/TTY  
(incluye español a español y la traducción del inglés al español)
- **Fax:** 1.608.827.0402 Español
- **Correo Electrónico:**  
[spanish@hamiltonrelay.com](mailto:spanish@hamiltonrelay.com)
- **Departamento de Servicio al Cliente:**  
1.866.744.7471 Español

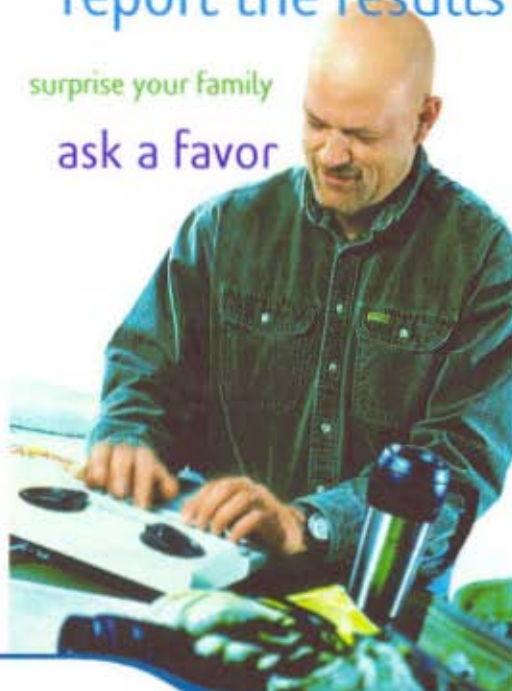
**Customer Service** If you have suggestions, comments or concerns, please contact:

**Maine Relay Customer Service**  
P.O. Box 285  
Aurora, NE 68818  
Voice or TTY: 1.800.270.9709  
Fax: 1.402.894.5110  
E-mail: [merelay@hamiltonrelay.com](mailto:merelay@hamiltonrelay.com)

CapTel® is a registered trademark of AT&T, Inc.

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place the order  
report the results  
surprise your family  
ask a favor



Connecting you with  
important people in your life.

Maine Relay is a free,

24-hour service that

allows people who are Hearing,

Deaf, Hard of Hearing,

Deaf-Blind or Speech Disabled

to communicate with each

other via the telephone.

Through the use of specialized

equipment, relay users

communicate freely with

Friends, Family and businesses

who use a standard telephone.

Accessing relay with a TTY is a useful way for people who are Deaf, Hard of Hearing or Speech Disabled to place telephone calls.

TTYs (text telephones) are most often used by people who are Deaf, Hard of Hearing or Speech Disabled and who do not use their speaking voice to communicate over the telephone. The TTY keyboard is used to convey the TTY user's part of the conversation—and those words are voiced by the Communication Assistant (CA). For Deaf or Hard of Hearing relay users, the TTY screen display is used to read what the other party has said. Having a hearing loss or speech disability is no longer a barrier to independent use of the telephone.

**Required Equipment** You will need a text telephone, sometimes referred to as a TTY or TDD. Your telephone line may connect directly to the TTY. For more information on Maine Relay Outreach or if you would be interested in an onsite presentation, contact:

#### Maine Center on Deafness

68 Bishop Street, Suite 3 • Portland, Maine 04103  
1.207.797.7656 TTY or Voice • Fax: 1.207.797.9791  
1.800.639.3884 TTY or Voice (outside the Portland calling area)  
Email: [mcdmers@mcdmaine.org](mailto:mcdmers@mcdmaine.org)

#### Maine Relay Customer Service

1.800.270.9709 TTY or Voice • E-mail: [merelay@hamiltonrelay.com](mailto:merelay@hamiltonrelay.com)

- Maine Relay is a **free** service.
- Long distance charges apply.
- All calls are kept **confidential**.

## Customer Profile

A Customer Profile allows you to customize your relay calls. There are a number of benefits to creating a Customer Profile, including faster call processing, speed dialing, customized call greeting, appropriate typing speed, use of abbreviations, selection of long distance carrier and others.

To create a Customer Profile, visit:  
<http://www.hamiltonrelay.com/states/me.htm>  
or contact Maine Relay Customer Service at  
**1.800.270.9709** V/TTY.

## How to Make a Call Using a TTY

1. Using your TTY, dial 7-1-1 or the toll free number for Maine Relay: **1.800.437.1220**.
2. The Communication Assistant (CA) will answer by identifying the relay and providing his/her CA number and then will type "NUMBER PLS GA".
3. If you have established a Customer Profile, the CA will automatically follow any special options or instructions in your profile. If you do not have a profile, request special options such as Voice Carry Over (VCO) or Hearing Carry Over (HCO) at this time.
4. Provide the area code and telephone number you wish to call—as well as any additional instructions—by typing them on the TTY.
5. Use the term "GA" when you are finished for the moment and it is the other person's turn to respond.
6. When you have completed your side of the conversation, type "GA to SK" and the CA will close your call.

"GA" ("Go Ahead") is a term used in relay calls for turn-taking purposes. "GA" ensures that the relay user and the standard telephone user do not respond at the same time. When you see "GA," you know it is your turn to talk. The same is true for the CA (before and after the call) and the standard telephone user, who will not reply until you say "GA."

\*\*\*SK means "stop keying; the conversation is over."

## 911 Emergency Calls

In the event of an emergency, call 911 or your local emergency services TTY number directly. Maine Relay will make every effort to assist you in an emergency. Note that relay centers are not 911 centers and do not assume responsibility for the call.

## Answering Machines and Voice Mail

- If you know you will reach an answering machine, give the CA the message to be left before the CA dials.
- If you know you will reach a switchboard, it is helpful to provide the CA with any information needed to connect you with the right person before the CA dials. (Example: extension number or department name.)
- If you are calling a number with a voice mail system—or calling to retrieve your own voice mail—and you know the numbers required to navigate the touch-tone system, provide these numbers to the CA before the CA dials. (Example: CA dial XXX-XXX-XXXX. Then dial 4,5,9.) Sharing this information will allow for a smooth calling experience.

## Garbling

Garbling on a TTY can be triggered by a number of factors, including:

- Call waiting, if it is a feature on the phone line connected to the TTY
- Loud noises in the background
- Construction on the phone lines
- Low power on the TTY
- Weather
- Cracked phone couplers
- Static on the telephone line
- Improper TTY settings
- TTY shifting between letters and numbers
- Poor connection for a variety of reasons, such as if the standard user is on a cell phone and is not near a tower

Some TTYs with Auto ID send voice messages stating that "this is a TTY." This feature can garble your printed text and should be turned off prior to calling the relay.

Here are some suggestions should you experience garbling on your TTY:

- Hit a letter key a few times to reset your TTY
- Change your TTY setting to Baudot
- Check for possible noises (dog barking, music, fan, air conditioner, TV, etc.)
- Check to ensure the telephone handset fits snugly in the TTY coupler
- As a last resort, hang up and redial

If garbling continues, contact your local telephone company and ask for a technician to check your lines for possible issues. If you continue to experience issues, please contact Maine Relay Customer Service at **1.800.270.9709** V/TTY.

## Tips for TTY Users

- When you call the relay, wait until you see the CA's identification before beginning to type. Prior to that point, the CA will not have access to what you type.
- Give the CA as much information as possible at the beginning of the call, including the area code and number to dial—and any special instructions.

## TTY

**Deaf, Hard of Hearing or Speech Disabled Person** uses specialized equipment to conduct telephone conversations, reading or listening to what the other party is saying and then typing responses.



**Communication Assistant (CA)** facilitates the conversation by voicing the text typed by the TTY user and typing the voice caller's responses to the Deaf or Hard of Hearing TTY user.

**Family, Friends and Business** use a standard telephone to communicate freely.





## How to connect with Maine Relay

## Voice Relay

## Voice Relay

To place a call through Maine Relay, simply dial 7-1-1 or call one of the toll free numbers below:

- **TTY:** 1.800.437.1220
- **ASCI:** 1.888.890.9254
- **Voice:** 1.800.457.1220
- **Speech-to-Speech:** 1.888.890.9256
- **CapTel:** To reach a CapTel user, dial 1.877.243.2823
- **Spanish:** 1.888.890.9255  
(includes Spanish to Spanish and translation from English to Spanish)

For complete instructions on how to place any type of relay call, visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com).

Póngase en contacto con el Departamento de Servicio al Cliente del Relvo de Maine para obtener más información sobre la repetición telefónica en español:

- **CapTel:** Para ponerse en contacto con un usuario de CapTel, marque el 1.866.217.3362 Español.
- **Español:** 1.888.890.9255 Voz/TTY  
(línea en español a español y la traducción del inglés al español)
- **Fax:** 1.608.827.0402 Español
- **Correo Electrónico:** [spanish@hamiltonrelay.com](mailto:spanish@hamiltonrelay.com)
- **Departamento de Servicio al Cliente:** 1.866.744.7471 Español

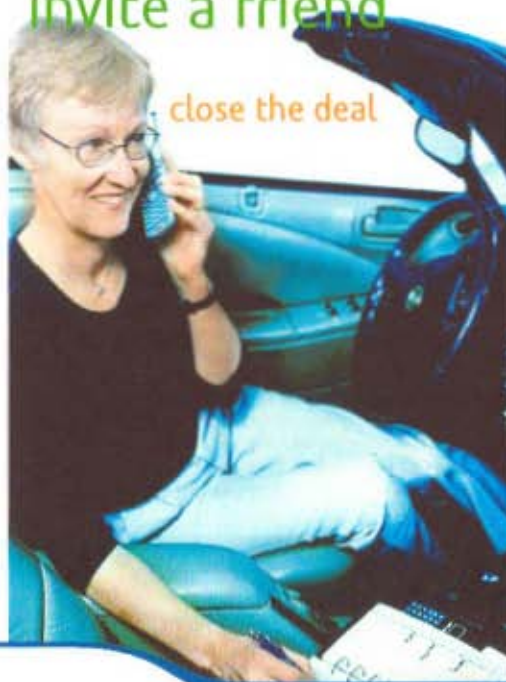
**Customer Service:** If you have suggestions, comments or concerns, please contact:

**Maine Relay Customer Service**  
P.O. Box 285  
Aurora, NE 68818  
Voice or TTY: 1.800.270.9709  
Fax: 1.402.694.5110  
E-mail: [merelay@hamiltonrelay.com](mailto:merelay@hamiltonrelay.com)

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keep a promise  
solve the problem  
invite a friend  
close the deal



Connecting you with important people in your life.

Maine Relay is a free, 24-hour service that

allows people who are Hearing, Deaf, Hard of Hearing,

Deaf-Blind or Speech Disabled to communicate with each

other via the telephone. Through the use of specialized

equipment, relay users communicate freely with

friends, family and businesses who use a standard telephone.

Voice Relay is an effective service for people who use a standard telephone to communicate with people who are Deaf, Hard of Hearing or Speech Disabled.

When you place a voice call through Maine Relay, your side of the conversation is typed by a Communication Assistant (CA) and "relayed" to the person you are calling. The CA then voices typed responses from that person for you to hear.

All calls are completely confidential. It's a simple and effective method to communicate with friends, family and business people who are important to you. It's a great way to do business or stay in touch!

**Required Equipment:** There is no special equipment needed to make a voice relay call through Maine Relay. You can use any type of phone anywhere. For more information on Maine Relay Outreach or if you would be interested in an onsite presentation, contact:

### Maine Center on Deafness

68 Bishop Street, Suite 3 • Portland, Maine 04103  
1.207.797.7656 TTY or Voice • Fax: 1.207.797.9791  
1.800.639.3884 TTY or Voice (outside the Portland calling area)  
Email: [mcdmrs@mcdmaine.org](mailto:mcdmrs@mcdmaine.org)

### Maine Relay Customer Service

1.800.270.9709 TTY or Voice • E-mail: [merelay@hamiltonrelay.com](mailto:merelay@hamiltonrelay.com)

- Maine Relay is a **free** service.
- Long distance charges apply.
- All calls are kept **confidential**.

## Making a Call

- Dial 7-1-1 or the toll free number for the relay in Maine: 1.800.457.1220.
- The Communication Assistant (CA) will answer with his/her identification number and ask for the number you wish to call.
- Provide the area code and telephone number you wish to call—along with any special instructions.
- Once the call is connected, the CA will voice the responses from the person you have called. You should speak directly and clearly to the person you are calling.
- Remember, everything you say is being typed word for word. Background noises are also being conveyed in order to keep the Deaf or Hard of Hearing user continually informed throughout the call.
- When you are finished with your portion of the conversation, say "Go Ahead" or "GA" to indicate it is the other person's turn to respond.
- To end your call, say "GA to SK" or simply say "Goodbye."

\*\*"GA" ("Go Ahead") is a term used in relay calls for turn-taking purposes. "GA" ensures that the relay user and the standard telephone user do not respond at the same time. When you see "GA," you know it is your turn to talk. The same is true for the CA (before and after the call) and the standard telephone user, who will not reply until you say "GA."

\*\*"SK" means "stop keying; the conversation is over."

## 711: Easy, nationwide access to the relay.

711 is your quick connection to the relay—the national three-digit number for relay access (similar to 411 for information or 911 for emergencies). You can dial 711 anywhere in the U.S.

Note that 711 is set up to process your call by the relay service for the state from which you dial.

## Receiving a Relay Call

When you receive a call from a relay user, the CA will identify the relay and ask if you are familiar with relay. The CA will explain the relay process, if appropriate, and will then connect the call. Business owners benefit when they connect with customers who are Deaf, Hard of Hearing or Speech Disabled. When you or your staff pick up the phone and hear: "This is Maine Relay," don't hang up! Someone important is on the line.

## Tips for Voice Relay Users

- Give the CA as much information as possible at the beginning of your call. This information will help the CA set up and process your call more efficiently, resulting in a smoother and more comfortable connection for you and the person you are calling.
- Along with the phone number of the person you wish to call, you can inform the CA of the type of relay feature that the person you're calling may use (Voice Carry Over, Hearing Carry Over, etc.).
- Give the CA specific long distance billing information if applicable.
- Before the CA dials the number you are calling, you may instruct the CA to ask for the person by name, and also to identify you.
- You may request a male or female CA—and as long as one is available, your request will be honored.
- After you are connected to the person you are calling, speak directly to him or her. If you speak in third person ("Tell him I will see him at 2 p.m....") the CA will type exactly what you say. It is more effective to directly say: "I will see you at 2 p.m...."
- Say "Go Ahead" or "GA" each time you are finished speaking and then wait a few moments for a response. There may be a slight delay from the time you finish speaking until you hear a response.

- If you need to ask the Deaf or Hard of Hearing user a series of questions, ask them one at a time and say "GA," wait for a response, and then ask the next question. This will give the other person a chance to respond to each question and will reduce misunderstandings.
- Because the CA is required to type everything you say verbatim, it's helpful to speak a bit slower than usual.
- CAs type everything heard, including background noises or side comments.
- CAs will indicate your tone of voice to the other person by typing: (sounds professional), (sounds friendly), (sounds upset), etc.
- Do not attempt to engage the CA in conversation. The CA's sole function is to facilitate your call—typing everything that you say. Comments that you do not want typed should be avoided.
- Some people who are Deaf or Hard of Hearing use their own speaking voices on relay calls. This is called Voice Carry Over (VCO). When a relay user chooses VCO, you'll hear that person's voice throughout the call—and the VCO user will read your responses typed verbatim by the CA.

- Some people who are Speech Disabled may ask the CA to revoice what they have spoken (called Speech-to-Speech), while others who have speech disabilities may type their end of the conversation and the CA will voice for them (called Hearing Carry Over or HCO). Either way, they will hear everything you say directly.
- Talk as long as you want! There is no time limit on calls.
- You may make as many consecutive calls as you wish.
- All relay calls are completely confidential.

## 911 Emergency Calls

In the event of an emergency, call 911 or your local emergency services TTY number directly. Maine Relay will make every effort to assist you in an emergency. Note that relay centers are not 911 centers and do not assume responsibility for the call.

## More Information on Voice Relay Calls

For more details on Maine Relay, visit <http://hamiltonrelay.com/traditional/711/voice/index.htm> or contact Maine Relay Customer Service: 1.800.270.9709 V/TTY.

## Voice Relay

Voice User uses a standard phone to conduct telephone calls through the relay, speaking directly to the other party.







## How to connect with Maine Relay

### Voice Carry Over (VCO)

### Voice Carry Over (VCO)

To place a call through Maine Relay, simply dial 7-1-1 or call one of the toll free numbers below:

- **TTY:** 1.800.437.1220
- **ASCH:** 1.888.890.9254
- **Voice:** 1.800.457.1220
- **CapTel™:** To reach a CapTel™ user, dial 1.877.243.2823
- **Speech-to-Speech:** 1.888.890.9256
- **Spanish-to-Spanish:** 1.888.890.9255  
(includes Spanish to Spanish and translation from English to Spanish)

For complete instructions on how to place any type of relay call, visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com).

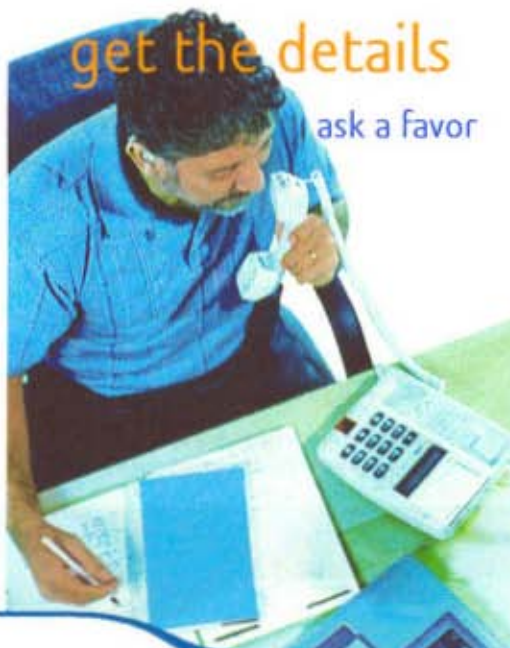
Póngase en contacto con el Departamento de Servicio al Cliente de Maine Relay para obtener más información sobre la repetición telefónica en español:

- **TTY:** 1.800.437.1220
- **ASCH:** 1.888.890.9254
- **Voz:** 1.800.457.1220
- **CapTel™:** Para ponerse en contacto con un usuario de CapTel, marque el 1.877.243.2823
- **Voz a Voz:** 1.888.890.9256
- **Español a Español:** 1.888.890.9255  
(incluye español a español y la traducción del inglés al español)
- **Fax:** 402.694.5110
- **Correo Electrónico:**  
[spanish@hamiltonrelay.com](mailto:spanish@hamiltonrelay.com)

Customer Service If you have suggestions, comments or concerns, please contact:

Hamilton Relay  
P.O. Box 285 Aurora, NE 68808  
Voice/TTY: 1.800.270.9709  
Fax: 402.694.5110  
E-mail: [merelay@hamiltonrelay.com](mailto:merelay@hamiltonrelay.com)

open your heart  
plan the party  
get the details  
ask a favor



Connecting you with important people in your life.

Maine Relay is a 24-hour service that allows people who are Hearing, Deaf, Hard of Hearing, Deaf-Blind or Speech Disabled to communicate with each other via the telephone. Through the use of specialized equipment, relay users communicate freely with friends, family and businesses who use a standard telephone.

Voice Carry Over (VCO) is an effective service for people who have a hearing loss and who use their voice on the phone.

VCO users speak directly to the person being called and, through specialized equipment, read what is spoken by the other party.

With VCO, you won't have to struggle to hear what others say over the phone and you enjoy the freedom of using your own voice.

**Required Equipment** To make a VCO call, you will need either a TTY (text telephone, sometimes called TDD) or a device made specifically for VCO calls. This equipment will allow you to read telephone conversations on a screen and respond using your own voice.

Specialized VCO equipment can be obtained in a variety of ways. The Maine Relay Outreach Coordinator will be happy to assist you in locating equipment. Contact Maine Relay Customer Service: 1.800.270.9709 v/tty.

## Customer Profile

A Customer Profile allows you to customize your relay calls. Using a profile can ensure that all calls made and received via relay automatically connect in VCO.

There are a number of benefits when you create a Customer Profile including faster call processing, speed dialing, customized call greeting, improved typing speed, use of abbreviations, selection of long distance carrier, automatic VCO and others.

To create a Customer Profile, visit:  
<http://www.hamiltonrelay.com/states/me.htm>  
or contact Maine Relay Customer Service: 1.800.270.9709.

## Making a VCO Call

### Making a VCO Call Using a TTY

1. Place your telephone handset on the TTY and dial 7-1-1 or the toll-free number for Maine Relay: 1.800.457.1220.
2. When the Communication Assistant (CA) answers, type "VCO PLS GA." (NOTE: Having automatic VCO set up in your Customer Profile eliminates this step.)
3. After the CA types "VCO ON GA," pick up the handset and speak to the CA providing the number for the person you wish to call, followed by "GA." Place the handset onto the TTY immediately after saying "GA."
4. When the CA indicates that the call has connected, pick up the handset and speak to the other person. When you are ready for the other person to respond, say "GA" and place the handset back on the TTY.
5. The CA types the response of the other person for you to read on your TTY screen. Turn-taking continues in this manner until the call is complete.
6. If you wish to make another call, the CA is available after you have disconnected from your initial call. Simply tell the CA you want to make another call and provide the phone number.

NOTE: If you prefer to keep the handset in one position for speaking rather than moving it to and from the TTY, you can use a Y-jack or line splitter. This allows the TTY and the telephone to be connected to the same line. The handset can remain in one position (either at your ear or holding it as a microphone), allowing you to speak into the phone and read the text with greater convenience.

### Making a VCO Call Using a VCO Device

1. Connect to Maine Relay by dialing 7-1-1 or the toll-free number: 1.800.457.1220.
2. When the Communication Assistant (CA) answers, press the button that sends a recorded VCO prompt. (NOTE: Having automatic VCO set up in your Customer Profile eliminates this step.)
3. After the CA answers with "VCO ON GA," provide the number you wish to call, then say "GA."
4. The CA types the response of the other person for you to read on your screen. Turn-taking continues in this manner until the call is complete.
5. If you wish to make another call, the CA is available after you have disconnected from your initial call. Simply tell the CA you want to make another call and provide the phone number.

Examples of VCO devices include the Ameriphone and Uniphone.

\* "GA" (means "Go Ahead") is a term required on VCO calls for turn-taking purposes. "GA" ensures that the VCO user and the standard telephone user do not respond at the same time and miss each other's communication. When you see "GA," you will know it is your turn to talk. The same is true for the CA (before and after the call) and the standard telephone user, who will not reply until you say "GA."

### Receiving a Call as a VCO User

When people want to reach you by phone, they can call through Maine Relay by dialing 7-1-1 or the toll-free Voice number: 1.800.457.1220. If you don't have a Customer Profile, you will need to answer incoming calls in one of two ways:

#### Answering Voice First

1. Pick up the handset and say "This is a VCO call GA." (If you are using a TTY without a Y-jack or line splitter, you must put the handset onto the TTY immediately after you say "GA.")
2. The CA will send his/her CA number and gender, followed by "VCO ON GA."
3. You may then speak directly to the caller, using "GA" to take turns.
4. The CA types the response of the other person for you to read on your screen. Turn-taking continues in this manner until the call is complete.

### Answering TTY First

1. Place the handset onto your TTY (unless you are using a VCO device or a Y-jack/line splitter) and type "VCO PLS GA." NOTE: If you have a VCO device, simply press the "VCO MSG" button which sends a recorded VCO prompt.
2. The CA will send his/her CA number and gender, followed by "VCO ON GA."
3. You may then speak directly to the caller, using "GA" to take turns.
4. The CA types the response of the other person for you to read on your screen. Turn-taking continues in this manner until the call is complete.

### 2-Line VCO

This enhanced relay feature offers you more control and allows for an interactive conversation without the use of "Go Ahead" ("GA") instructions. You can respond in real time and even interrupt, rather than wait for the other party to say "GA." Unlike typical relay calls, the CA does not identify the relay and is present only to type the voice of the standard telephone user. This service requires two telephone lines. For more information, visit: <http://www.hamiltonrelay.com/traditional/pr/dmeco/index.htm>.

### More information on VCO Calls

For more details on VCO calls, including how to place VCO to TTY, VCO to Speech-to-Speech calls, establish call set-up and to benefit from other convenient options, visit <http://www.hamiltonrelay.com/traditional/pr/vco/index.htm> or contact Maine Relay Customer Service: 1.800.270.9709.

## Voice Carry Over

Deaf, Hard of Hearing or Speech Disabled Person uses specialized equipment to conduct telephone conversation, speaking directly to the other party.



Communication Assistant (CA) facilitates the conversation by typing the hearing party's side of the conversation.



Family, Friends and Businesses use a standard telephone to communicate freely.



## How to connect with Maine Relay

## Hearing Carry Over (HCO)

## Hearing Carry Over (HCO)

To place a call through Maine Relay, simply dial 7-1-1 or call one of the toll free numbers below:

- **TTY:** 1.800.437.1220
- **ASCI:** 1.888.890.9254
- **Voice:** 1.800.457.1220
- **CapTel™:** To reach a CapTel™ user, dial 1.877.243.2823
- **Speech-to-Speech:** 1.888.890.9256
- **Spanish-to-Spanish:** 1.888.890.9255  
(Includes Spanish to Spanish and translation from English to Spanish)

For complete instructions on how to place any type of relay call, visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com).

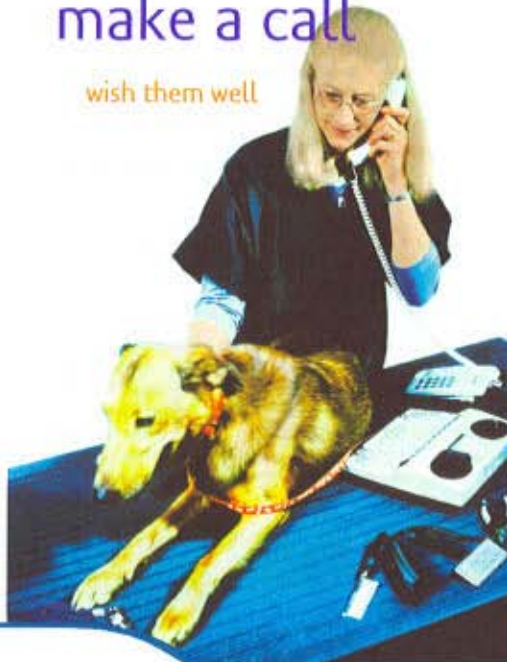
Póngase en contacto con el Departamento de Servicio al Cliente de Maine Relay para obtener más información sobre la repetición telefónica en español:

- **TTY:** 1.800.437.1220
- **ASCI:** 1.888.890.9254
- **Voz:** 1.800.457.1220
- **CapTel™:** Para ponerse en contacto con un usuario de CapTel, marque el 1.877.243.2823
- **Voz a Voz:** 1.888.890.9256
- **Español a Español:** 1.888.890.9255  
(Incluye español a español y la traducción del inglés al español)
- **Fax:** 402.694.5110
- **Correo Electrónico:**  
[spanish@hamiltonrelay.com](mailto:spanish@hamiltonrelay.com)

**Customer Service** If you have suggestions, comments or concerns, please contact:

**Hamilton Relay**  
P.O. Box 285 Aurora, NE 68818  
Voice/TTY: 1.800.270.9709  
Fax: 402.694.5110  
E-mail: [merelay@hamiltonrelay.com](mailto:merelay@hamiltonrelay.com)

tell a friend  
share the news  
make a call  
wish them well



Connecting you with  
important people in your life.

Maine Relay is a  
24-hour service that  
allows people who are Hearing,  
Deaf, Hard of Hearing,  
Deaf-Blind or Speech Disabled  
to communicate with each  
other via the telephone.  
Through the use of specialized  
equipment, relay users  
communicate freely with  
friends, family and businesses  
who use a standard telephone.

**Hearing Carry Over (HCO)** is an effective service for people who have difficulty speaking and who are able to hear on the phone.

HCO users can listen directly to the person on the other end of the phone and, through specialized equipment, type their responses to a Communication Assistant who voices those responses to the other party.

With HCO, you won't have to worry about whether your responses are being understood and you enjoy the freedom of using your own hearing while borrowing our voice.

**Required Equipment** To make an HCO call, you will need a TTY (text telephone, sometimes called TDD). This equipment will allow you to type your responses on a keyboard while listening directly to the other party.

Specialized HCO equipment can be obtained in a variety of ways. The Maine Relay Outreach Coordinator will be happy to assist you in locating equipment. Contact Maine Relay Customer Service: **1.800.270.9709 v/tty.**

## Customer Profile

A **Customer Profile** allows you to customize your relay calls. Your profile ensures that all calls made and received via relay automatically connect in HCO mode.

There are a number of benefits to creating a Customer Profile including faster call processing, speed dialing, customized call greeting, use of abbreviations, selection of long distance carrier, and automatic HCO.

To create a Customer Profile, visit:  
<http://www.hamiltonrelay.com/states/me.htm>  
or contact Maine Relay Customer Service:  
1.800.270.9709.

## Making an HCO Call

### Making an HCO Call Using a TTY

- Place your telephone handset on the TTY and dial 7-1-1 or the toll-free number for Maine Relay: 1.800.437.1220.
- When the Communication Assistant (CA) answers, type: "HCO PLS GA." (NOTE: Having automatic HCO set up in your Customer Profile eliminates this step.)
- After the CA types, "HCO ON GA," type to the CA the number for the person you wish to call, followed by "GA." Be ready to listen for the voice of the person on the other end.
- When the CA indicates that the call has connected, place the handset in the cradle and type to the other person. When you are ready for the other person to respond, type "GA" and pick up the handset to listen to the other party.
- The CA voices what you type to the other person. Turn-taking continues in this manner until the call is complete.
- If you wish to make another call, the CA is available after you disconnect from your initial call. Simply tell the CA you want to make another call and provide the phone number.

If you prefer to keep the handset in one position for listening rather than moving it to and from the TTY, you can use a Y-jack or line splitter. This allows the TTY and the telephone to be connected to the same line. The handset can remain in one position (at your ear to listen to the other party), allowing you to type your side of the conversation with greater convenience.

"GA" ("Go Ahead") is a term required on HCO calls for turn-taking purposes. "GA" ensures that the HCO user and the standard telephone user do not respond at the same time and miss each other's communication. When you see "GA," you will know it is your turn. The same is true for the CA (before and after the call) and the standard telephone user. "GA" is the standard way for either caller and the CA to indicate they are done conversing for the moment.

## Receiving a Call as an HCO User

When people want to reach you by phone, they can call through Maine Relay by dialing 7-1-1 or the voice number: 1.800.437.1220. If you have created a Customer Profile, calls you receive through the relay will automatically be processed as HCO calls.

If you don't have a Customer Profile, you will need to answer incoming calls in the following way:

- Connect your TTY and type a message that says: "HCO PLS GA." The CA will then connect Hearing Carry Over and type: "HCO ON GA." Your call can then proceed as usual.

Maine Relay can also facilitate calls for HCO users who want to contact TTY users. To make an HCO to TTY call, dial the relay and inform the CA that you are calling a TTY user. Once the call is connected, you will be able to listen just as you would on a regular HCO call, and type your response directly to the TTY user.

## 2-Line HCO

This enhanced relay feature gives you more control and allows for an interactive conversation without the use of "Go Ahead" ("GA") instructions. You can respond in real time and even interrupt, rather than wait for the other party to say "GA." Unlike typical relay calls, the CA does not identify the relay and is present only to voice the typing of the HCO user. This service requires two telephone lines, allowing for more natural conversations. For more information, visit: <http://www.hamiltonrelay.com/traditional/711/2linehco/index.htm>

## 911 Emergency Calls

When making emergency calls, dial 9-1-1 directly without using relay.

## More information on HCO Calls

For more details on HCO calls, including how to place HCO to TTY and HCO to Speech-to-Speech calls, visit: <http://www.hamiltonrelay.com/traditional/711/hco/index.htm> or contact Maine Relay Customer Service: 1.800.270.9709.

## Tips for HCO Users

- Do not start typing until you see "HCO ON GA" on the screen or until you hear the CA indicate that Hearing Carry Over has been activated.
- Once the call is connected, everyone on the call will be able to hear each other.
- Type "GA" each time you are finished typing and are ready for a response.
- You may make as many consecutive calls as you wish.
- When you are receiving a relay call and do not have a Customer Profile established, the CA is waiting for you to indicate that you wish to place an HCO call. You can do so by typing "HCO PLS GA" on your TTY.
- Every time an HCO call is placed, the CA will ask the person being called if he/she is familiar with Hearing Carry Over. If the person is not, the CA will explain how HCO works before the call begins.

## Hearing Carry Over

**Speech Disabled Person**  
uses specialized equipment to conduct telephone conversations, listening to the other party and typing responses.

**Communication Assistant (CA)**  
Facilitates the conversation by voicing what the text user types to the other party.

**Family, Friends and Businesses**  
use a standard telephone to communicate freely.







## How to connect with Maine Relay

## Speech-To-Speech

## Speech-To-Speech

To place a call through Maine Relay, simply dial 7-1-1 or call one of the toll free numbers below.

- **TTY:** 1.800.437.1220
- **ASCL:** 1.888.890.9254
- **Voice:** 1.800.457.1220
- **Speech-to-Speech:** 1.888.890.9256
- **CapTel:** To reach a CapTel user, dial 1.877.243.2823
- **Spanish:** 1.888.890.9255

For complete instructions on how to place any type of relay call, visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com).

Póngase en contacto con el Departamento de Servicio al Cliente del Relato de Maine para obtener más información sobre la repetición telefónica en español:

- **CapTel:** Para ponerse en contacto con un usuario de CapTel, marque el 1.866.217.3362 Español.
- **Español:** 1.888.890.9255 Voz/TTY
- **Fax:** 1.608.827.0402 Español.
- **Correo Electrónico:** [spanish@hamiltonrelay.com](mailto:spanish@hamiltonrelay.com)
- **Departamento de Servicio al Cliente:** 1.866.744.7471 Español.

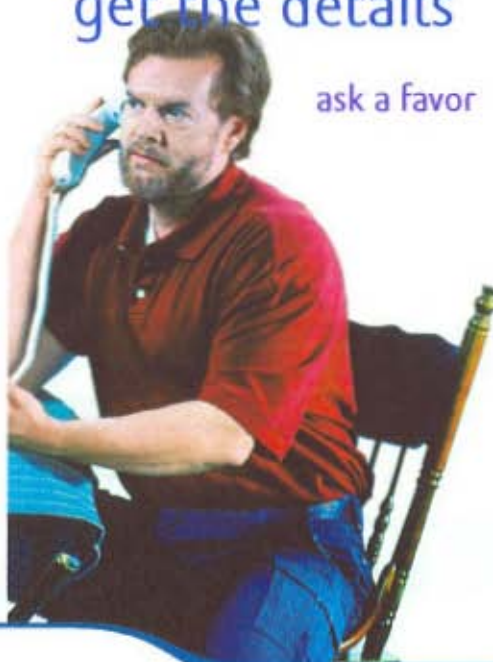
Customer Service If you have suggestions, comments or concerns, please contact:

**Maine Relay Customer Service**  
P.O. Box 285  
Aurora, NE 68818  
Voice or TTY: 1.800.270.9709  
Fax: 1.402.694.5110  
E-mail: [merelay@hamiltonrelay.com](mailto:merelay@hamiltonrelay.com)

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invite a friend  
reschedule the meeting  
get the details  
ask a favor



Connecting you with  
important people in your life.

Maine Relay is a free,  
24-hour service that

allows people who are Hearing,  
Deaf, Hard of Hearing,

Deaf-Blind or Speech Disabled  
to communicate with each

other via the telephone.

Through the use of specialized  
equipment, relay users

communicate freely with  
friends, family and businesses

who use a standard telephone.

**Speech-to-Speech (STS)** is a relay service for people who have a difficult time speaking or being understood on the phone.

Speech-to-Speech relay utilizes specially trained Communication Assistants (CAs) who are familiar with a wide variety of speech patterns of callers who may have cerebral palsy, stroke complications, voice disorders or other speech disabilities.

The CA voices the STS user's side of the conversation as needed, so both relay users no longer have to worry if both sides of the conversation are being understood.

**Required Equipment:** There is no special telephone equipment needed for Speech-to-Speech calls since you can use your own voice or voice synthesizer to speak to the person on the other end of the call. For more information on Maine Relay Outreach or if you would be interested in an onsite presentation, contact:

**Maine Center on Deafness**  
68 Bishop Street, Suite 3 - Portland, Maine 04103  
1.207.797.7656 TTY or Voice - Fax: 1.207.797.9791  
1.800.639.3884 TTY or Voice (outside the Portland calling area)  
Email: [mcdmrs@mcdmaine.org](mailto:mcdmrs@mcdmaine.org)

**Maine Relay Customer Service**  
1.800.270.9709 TTY or Voice - E-mail: [merelay@hamiltonrelay.com](mailto:merelay@hamiltonrelay.com)

- Maine Relay is a **free** service.
- Long distance charges apply.
- All calls are kept **confidential**.

## Dedicated Speech-To-Speech Number: 1.888.890.9256

### Customer Profile

Since you dial a designated Speech-to-Speech (STS) number to place a call, your call is already identified as an STS call. There are many additional benefits to creating a customer profile, including faster call processing, speed dialing, customized greeting, selection of long distance carrier and others.

To create a Customer Profile, visit:  
<http://www.hamiltonrelay.com/states/me.htm>  
 or contact Maine Relay Customer Service:  
 1.800.270.9709 V/TTY.

### Making a Speech-to-Speech Call

- Dial the toll free Speech-to-Speech number for Maine Relay: 1.888.890.9256.
- Give the Speech-to-Speech Communication Assistant (CA) the number you wish to call, plus any special instructions.
- Give the CA as much information as possible about your call prior to the CA dialing. For example, if you know you are calling an automated system that requires you to select from a number of options, let the CA know which options you want before the call is placed. If you reach an answering machine, the CA will get your full message and then call back to leave that message.
- The CA will dial the number you wish to call and, upon connection, will ask the person if he/she is familiar with STS. The CA will explain, if necessary.
- The CA will work closely with you to ensure your entire conversation is understood by revoicing your part of the conversation as you request.
- The CA will revoice three- or four-word segments unless you request otherwise.

- The CA will clarify anything that is not clear before revoicing.
- It is helpful if you pause while the CA revoices.
- Take your time. There is no time limit for your calls.
- You or the person you are talking with may request that the CA remain in the background. This option is especially beneficial when calling family, friends or others who are more familiar with your speech. If you need the CA to begin revoicing at any time during the call, you may request the CA to do so.
- Say "Go Ahead" or "GA" each time you are finished speaking and are ready for a response.
- The call will proceed in this manner until you complete the call.
- You may make as many consecutive calls as you want.
- You are in charge of your call. You may request a male or female CA—and as long as one is available, your request will be honored.

"GA" ("Go Ahead") is a term used in relay calls for turn-taking purposes. "GA" ensures that the relay user and the standard telephone user do not respond at the same time. When you see "GA," you know it is your turn to talk. The same is true for the CA (before and after the call) and the standard telephone user, who will not reply until you say "GA."

### Voice Carry Over/ Speech-to-Speech (VCO/STS)

VCO/STS is designed for people who are Hard of Hearing or Deaf and have a speech disability. The relay user can make or receive phone calls using his or her own voice or voice synthesizer, and read everything said by the voice caller on a text telephone (TTY) or VCO device.

### To make a VCO/STS relay call:

Making a VCO/STS is similar to making a standard Speech-to-Speech call with these special differences:

- Dial the Speech-to-Speech number for Maine Relay using your TTY or VCO phone: 1.888.890.9256.
- Request VCO or complete a VCO profile with Customer Service.
- After the CA acknowledges that VCO is on, give the CA the number you wish to call plus any special instructions.
- The CA will type to you and ask if you are familiar with STS. The CA will explain if necessary.
- The CA will dial the number you wish to call and, upon connection, will ask the person if he/she is familiar with STS. The CA will explain, if necessary.
- When you see "GA" from the CA, say your first phrase or sentence followed by "Go Ahead" or "GA."
- The CA will type what you said back to you adding "CORRECT QO\*\* GA" at the end of the phrase or sentence. If you say "Yes, GA," the CA will type "(REVOICING NOW...)" and revoice your entire phrase or sentence to the person you are calling.

- The CA will type the response of the standard telephone user back to you.
- The call will proceed in this manner until you complete the call.

\*\*QO is used when asking a question, as an alternative to a question mark.

### 911 Emergency Calls

In the event of an emergency, call 911 or your local emergency services TTY number directly. Maine Relay will make every effort to assist you in an emergency. Note that relay centers are not 911 centers and do not assume responsibility for the call.

### More Information on Speech-to-Speech Calls

For more details on Speech-to-Speech calls, including how to place VCO-to-Speech-to-Speech calls and convenient options available, visit <http://www.hamiltonrelay.com/traditional/711/speechtospeech/index.htm> or contact Maine Relay Customer Service: 1.800.270.9709 V/TTY.

### Speech-to-Speech

Speech Disabled Person uses a standard phone to conduct telephone conversations, speaking directly to the other party.





## Cómo conectarse con el Relevo de Maine

Para hacer una llamada del Relevo de Maine, llame a uno de los números gratuitos de abajo:

- **Español:** 1.888.890.9255 (incluye español a español y la traducción del inglés al español)
- **CapTel:** Para comunicarse con un usuario de CapTel, marque 1.866.217.3362 Español
- **Departamento de Servicio al Cliente:** 1.866.744.7471 Español
- **Correo electrónico:** spanish@hamiltonrelay.com

Para obtener instrucciones completas sobre la manera de hacer cualquier tipo de llamada de relevo visite [www.hamiltonrelay.com](http://www.hamiltonrelay.com). O llame al Departamento de Servicio al Cliente del Relevo de Maine al 1.866.744.7471 y un representante de servicio al cliente estará encantado de ayudarlo.

Si tiene sugerencias, comentarios o inquietudes por favor póngase en contacto con el Departamento de Servicio al Cliente del Relevo de Maine usando la información de contacto de abajo:

**Departamento de Servicio al Cliente  
del Relevo de Maine**  
P.O. Box 285  
Aurora, NE 68818  
1.866.744.7471 Español  
Fax: 1.608.827.0402 Español  
Correo electrónico: spanish@hamiltonrelay.com

El Relevo de Maine es un servicio ofrecido por el Relevo de Hamilton de Aurora, Nebraska, un líder nacional en la prestación de servicios de relevo telefónico de alta calidad para personas sordas, o con problemas auditivos o del habla. El Relevo de Hamilton ha estado ofreciendo servicios de relevo telefónico desde 1991 y ha desarrollado una reputación como proveedor de un servicio al cliente excepcional, una tecnología confiable, educación esencial en el campo del relevo telefónico y asistentes de comunicación profesionales.

CapTel® es una marca registrada de Ustream, Inc.

**HAMILTON**  
Dentro de la familia que está hablando

## Obtenga los detalles

abra su corazón  
reporte los resultados



planifique la fiesta

pida un favor

El Relevo de Maine es un servicio gratuito disponible las 24 horas, que permite que las personas sordas, con problemas auditivos, sordas-ciegas o con problemas del habla se comuniquen las unas con las otras por teléfono.

Mediante el uso de equipo especializado, los usuarios del relevo telefónico se comunican libremente con amigos, familiares o empresas que usen un teléfono normal.

**No cuelgue.** Cuando descuelgue el teléfono y oiga "Este es el Relevo de Maine ..." no cuelgue. No es un vendedor por teléfono. Es un cliente, socio comercial o conocido que quiere hablar con usted.

## Conectándolo con personas importantes en su vida

Cuando se hace una llamada por medio del Relevo de Maine, un asistente de comunicación facilitará la llamada. Usando un teléfono TTY (llamado también un teléfono TDD o un teléfono de texto), las personas que no oyen y/o hablan escriben su conversación y el asistente de comunicación comunica verbalmente lo que se escribe. Cuando el usuario que está usando un teléfono convencional responde, el asistente de comunicación escribe todo lo que oye. Los asistentes de comunicación actúan como un vínculo invisible entre las dos personas.

Se mantiene la estricta confidencialidad de todas las llamadas. Los asistentes de comunicación no hacen comentarios ni responden preguntas sobre la conversación, ni se involucran de cualquier otra manera. Como lo exige la ley, los asistentes de comunicación no pueden divulgar información proveniente de una conversación de relevo telefónico ni se guarda registro alguno de las conversaciones.



**Acceso y Cargos** Conéctese con el relevo telefónico llamando al número gratuito (enumerados en el panel trasero). El Relevo de Maine se encuentra disponible 24 horas al día, 7 días a la semana, sin restricciones en cuanto a la duración o el número de las llamadas hechas. Los cargos de larga distancia son aplicables a todas las llamadas de larga distancia.

## Opciones diseñadas para conectarlo de la mejor manera posible

### El Relevo de Maine ofrece diversas opciones de conexión:

**TTY (Teléfono de Texto)** El relevo telefónico tradicional es un gran servicio para las personas que usan un teléfono TTY ya que pueden escribir su parte de la conversación y leer las respuestas de la otra persona.

**Voice Carry Over (VCO)** Un servicio efectivo para las personas con una pérdida auditiva que usan su voz para hablar por teléfono. Los usuarios hablan directamente con la persona que están llamando y leen lo que dice la otra persona usando un equipo especializado.

**Hearing Carry Over (HCO)** Un servicio confiable para las personas con discapacidades del habla. Los usuarios oyen directamente a la persona que están llamando y escriben sus respuestas para la otra persona usando un equipo especializado.

**Speech-to-Speech** Un servicio que es particularmente beneficioso para las personas que oyen y tienen un trastorno del habla. El usuario del servicio Speech-to-Speech dictamina el nivel de servicio con el asistente de comunicación, el cual puede incluir la repetición y aclaración.

**Captioned Telephone (Caption)** Un servicio increíble para las personas con un habla clara, pero con cierto grado de pérdida auditiva. El servicio Caption le permite al usuario recibir voz y texto en tiempo real usando un equipo especializado.

**Español** Un servicio útil para las personas que usan un teléfono TTY y el idioma español. El relevo español a español facilita las llamadas que se realizan usando el español hablado y escrito. El relevo telefónico de inglés a español facilita las llamadas en español verbal y escrito.

cierra su oferta

cuenta su historia  
compárta su vida

reprograme la reunión

obtenga los detalles



### Información adicional sobre el Relevo de Maine:

**Perfiles de Cliente** El Departamento de Servicio al Cliente puede fijar preferencias automáticas para el tipo de llamada, los números de discado rápido, el servicio de larga distancia y otra información que le permite al asistente de comunicación conectar su llamada con rapidez y exactitud.

Para crear un perfil de cliente visite <http://www.hamiltonrelay.com/states/me.htm> o póngase en contacto con el Departamento de Servicio al Cliente del Relevo de Maine llamando al 1.866.744.7471 Español.

**Opciones Adicionales de Conexión** Incluyendo Turbo Code, ASCII y voz.

**Distribución de Equipos** El Centro Para la Sordina de Maine administra un programa que ofrece equipos especializados de telecomunicaciones a los clientes telefónicos con discapacidades. Estos equipos se encuentran disponibles para los residentes elegibles de Maine como un préstamo o compartiendo los costos.

**Maine Center on Deafness**

68 Bishop Street, Suite 3

Portland, ME 04103

Voz/TTY: 1.202.797.2656

Voz/TTY: 1.800.699.3884

fuera del área de llamada de Portland

Fax: 1.202.797.9291

Sitio web: <http://www.mcdmaine.org>

**Teléfonos Públicos** La Comisión Federal de Comunicaciones ordenó que todas las llamadas de relevo locales hechas desde un teléfono público sean gratuitas. Simplemente marque el número gratuito para hacer una llamada de relevo. Cuando haga una llamada de larga distancia desde un teléfono público al asistente de comunicación se le deberá proveer una forma de pago para la llamada (por ejemplo una tarjeta telefónica). No se pueden usar monedas para una llamada de relevo de larga distancia desde un teléfono público.

**Llamadas de Emergencia** En caso de una emergencia, llame al número TTY de los servicios de emergencia locales. El Relevo de Maine hará todo lo posible para ayudarle en una emergencia. Tome en cuenta que los centros de relevo telefónico no son centros 911 y no asumen la responsabilidad por las llamadas.

**Cumplidos, Inquietudes o Quejas** Póngase en contacto con el Departamento de Servicio al Cliente del Relevo de Maine (baje el recuadro de atrás). Además, la Comisión Federal de Comunicaciones se encuentra disponible para servirle en relación con las cuestiones concernientes al relevo.

Visite [www.fcc.gov/cgb/complaints.html](http://www.fcc.gov/cgb/complaints.html)





## How to connect with Maine Relay

### Captioned Telephone (CapTel™)

### Captioned Telephone (CapTel™)

To place a call through Maine Relay, simply dial 7-1-1 or call one of the toll free numbers below:

- **TTY:** 1.800.437.1220
- **ASCII:** 1.888.890.9254
- **Voice:** 1.800.457.1220
- **CapTel™:** To reach a CapTel™ user, dial 1.877.243.2823
- **Speech-to-Speech:** 1.888.890.9256
- **Spanish-to-Spanish:** 1.888.890.9255  
(Includes Spanish-to-Spanish and translation from English-to-Spanish)

For complete instructions on how to place any type of relay call, visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com).

Póngase en contacto con el Departamento de Servicio al Cliente de Maine Relay para obtener más información sobre la repetición telefónica en español:

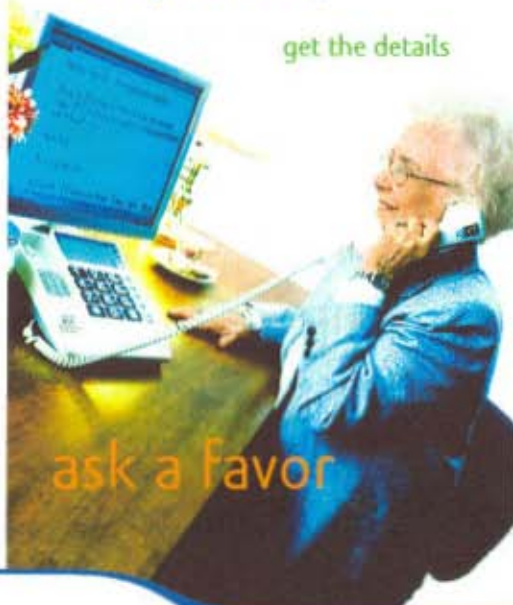
- **TTY:** 1.800.437.1220
- **ASCII:** 1.888.890.9254
- **Voz:** 1.800.457.1220
- **CapTel™:** Para ponerse en contacto con un usuario de CapTel, marque el 1.877.243.2823
- **Voz a Voz:** 1.888.890.9256
- **Español a Español:** 1.888.890.9255  
(Incluye español a español y la traducción del inglés al español)
- **Fax:** 402.694.5110
- **Correo Electrónico:** [spanish@hamiltonrelay.com](mailto:spanish@hamiltonrelay.com)

**Customer Service** If you have suggestions, comments or concerns, please contact:

**Hamilton Relay**  
P.O. Box 285, Aurora, NE 68818  
Voice/TTY: 1.800.270.9709  
Fax: 402.694.5110  
E-mail: [merelay@hamiltonrelay.com](mailto:merelay@hamiltonrelay.com)

discover the answer  
tell your story

get the details



ask a favor

Connecting you with  
important people in your life.

Maine Relay is a 24-hour  
service that allows  
people who are Hearing,  
Deaf, Hard of Hearing,  
Deaf-Blind or Speech Disabled  
to communicate with each  
other via the telephone.

Through the use of specialized  
equipment, relay users  
communicate freely with  
friends, family and businesses  
who use a standard telephone.

CapTel™ greatly benefits people who have understandable speech and some degree of hearing loss.

CapTel is especially helpful for:

- People who have a hearing loss and find it difficult to understand telephone conversations
- People who use hearing aids or assistive listening devices
- People who are Deaf or Hard of Hearing with understandable speech

CapTel allows the user to receive voice and text in real time through specialized equipment. With CapTel, you won't have to struggle to hear what others say on the phone. You have the opportunity to supplement your residual hearing by viewing captions on your phone's screen for added clarity. You also enjoy the freedom of using your own voice during phone conversations. CapTel is truly an interactive calling experience!

**Required Equipment** To make a CapTel call, you will need a Captioned Telephone. This unique equipment allows you to simultaneously read telephone conversations on a screen and respond using your own voice.

The Maine Relay Outreach Coordinator will be happy to assist you in obtaining equipment. Contact Maine Relay Customer Service: **1.800.270.9709 v/tty.**

## How CapTel™ Works

Using a *CapTel* phone is very much like using a standard telephone. You dial the number of the person you are calling directly. As you dial, the *CapTel* phone automatically connects to the captioning call center.

When the other party answers, you have access to everything the caller says. Behind the scenes, a specially trained operator at the captioning call center converts everything the other party says into written text. This text appears on a bright, easy-to-read display screen built into your *CapTel* phone.

The captions appear with just a slight delay after the spoken word, allowing you to understand everything that is said—either by hearing it or reading it.

## Making a CapTel Call

- Dial the number of the person you are calling directly.
- When the other party answers, you will hear the caller's voice and receive captions almost simultaneously.
- Conduct your conversation as you would on a standard telephone.
- When you are done with the call, simply hang up the phone.

## Receiving a CapTel Call as a CapTel User

- When your *CapTel* phone rings, simply answer the phone and captions will appear shortly thereafter.

## Calling a CapTel User

- Dial toll free 1.877.243.2823.
- Following the recorded prompt, dial the *CapTel* user's area code and phone number.
- Your call will be immediately connected.

## Receiving a Call from a CapTel User

- There may be a slight delay in the *CapTel* user's response as they read captions.

## 2-Line CapTel

This exciting service, which requires two telephone lines, provides advanced features not available with 1-Line *CapTel*. For a comparison of features, please refer to the chart in this brochure. Check with your state's Relay Outreach Coordinator to see if 2-Line *CapTel* is available in your state.

### 1-Line CapTel

	1-Line CapTel	2-Line CapTel
Number of Lines	Requires one standard (analog) telephone line.	Requires two standard (analog) telephone lines.
How Calls are Managed	Spoken conversation and captions provided through one telephone line.	Spoken conversation is provided on one line; captions provided on the second line.
Captioning	Captions must be turned on prior to dialing the number to call. A red light indicates that captions are "on."	Captions can be turned on or off at any point in the conversation.
Outgoing Calls	Outgoing calls are automatically routed through the <i>CapTel</i> call center.	Both incoming and outgoing calls are automatically routed through the <i>CapTel</i> call center.
Calling a CapTel™ User	People calling the <i>CapTel</i> user must first dial the toll-free number for <i>CapTel</i> , then dial the <i>CapTel</i> user's phone number when prompted.	People calling the <i>CapTel</i> user dial that person's number directly.
Calling Features	Call-waiting and automatic call back (*69) not available.	Call-waiting and automatic call back (*69) can be used.
911/711 Calls	911 and 711 calls are processed as Voice Carry Over (VCO) calls. <i>CapTel</i> users cannot hear the 911 operator or Communication Assistant (CA) as they read captions and must take turns speaking using "Go Ahead" or "GA."	911 and 711 calls are captioned through the <i>CapTel</i> call center. Spoken conversation is received through one line, while captions are provided through the second line.

## Captioned Telephone (CapTel™)

